



Zipty Fiber Hosted Voice

# Desktop App User Guide

# Table of Contents

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Getting Started.....	4
System Requirements .....	4
Install and Sign In .....	5
Can't sign in? .....	5
Using Ziplly Communicator.....	6
Making Calls.....	7
Using the dialer .....	7
Using Contacts, Favorites, History, or Messages .....	7
Features .....	8
Call Transfer.....	8
Unattended transfer .....	8
Attended transfer .....	8
Contacts .....	9
View contacts .....	9
Add contacts .....	9
Presence .....	10
Screen Share .....	10
Voice Mail.....	10
Conference.....	11
Host a Conference .....	11
Schedule a conference .....	11
Start a conference now.....	11
Join a Conference .....	11
Conference Panel .....	12
Video .....	12
Remove participant.....	12
Instant message.....	12
Messaging.....	13
Send a Message .....	13
New conversation .....	13
Existing conversation .....	14
Chat Rooms .....	14
Message formatting .....	14
End-User Portal .....	15
Device Logs .....	15
Devices.....	15

Conferences..... 16

    Conference Settings ..... 16

    Conference Records..... 17

XMPP Photo..... 17

Change Password..... 17

# Getting Started

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## System Requirements

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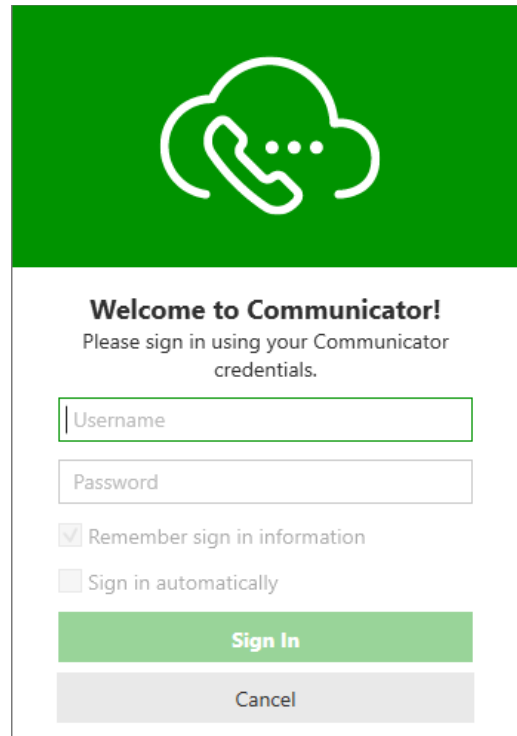
Operating Systems	<ul style="list-style-type: none"><li>• Windows 10 (with the latest update)</li><li>• Windows 11</li><li>• macOS 11 (Big Sur)</li><li>• macOS 12 (Monterey)</li></ul>
Processor	<ul style="list-style-type: none"><li>• Minimum: Single-core 2GHz or higher</li><li>• Recommended: Dual-core 2GHz or higher</li></ul>
Memory	<ul style="list-style-type: none"><li>• Minimum: 4GB RAM</li><li>• Recommended: 8GB RAM and above</li></ul>
Hard Disk Space	<ul style="list-style-type: none"><li>• 400 MB (Install/Upgrade, 200 MB operation)</li></ul>
Connection	<ul style="list-style-type: none"><li>• IP network connection (broadband, LAN, wireless)</li><li>• Constant internet connection</li></ul>
Audio Device	<ul style="list-style-type: none"><li>• Full-duplex, 16-bit, or use a USB headset</li></ul>

# Install and Sign In

You should have received an email containing your login details. Click the link in that email to create your password, then download the app at <https://ziplyfiber.com/small-business/helpcenter/categories/phone/hosted-voice-enterprise/ziply-fiber-hosted-voice-app>

and sign in.

Check “Remember sign in information” to sign in automatically next time.



**Welcome to Communicator!**  
Please sign in using your Communicator credentials.

Username

Password

Remember sign in information

Sign in automatically

Sign In

Cancel

## Forgot your password?

- Click *Forgot your password?* and check your email for a link to reset. If you don't receive an email, please contact Customer Support.
- You can be signed in to the Ziplify Communicator app on up to two devices, such as your computer and mobile phone. To deactivate an old device so you can sign in on a new one, see [Devices](#).

### Exit Ziplify Communicator

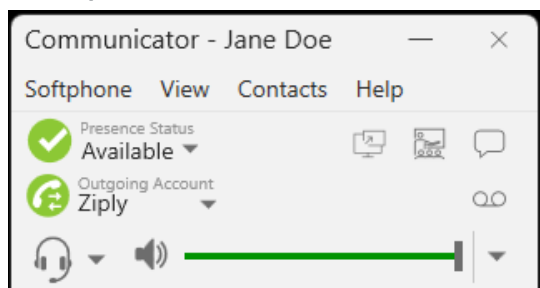
We recommend keeping Ziplify Communicator open in the background, but if you need to sign out, go to **Softphone** (Windows) or **Communicator** (Mac) > **Sign Out**.

# Using Ziplly Communicator

The screenshots in this guide are from the Windows app. The Mac interface is essentially the same, but the menu is at the top of the screen and includes **Softphone**, **View**, **Windows**, **Contacts** and **Help**.

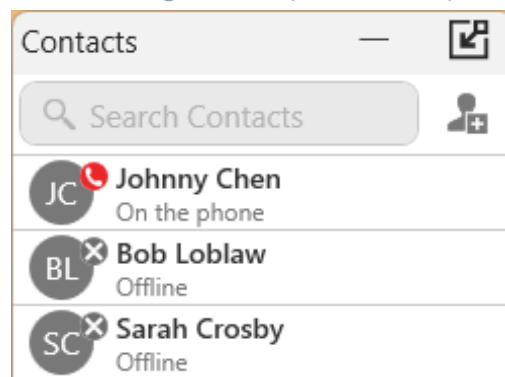


## Compact View





To create the compact view, hide all resources on the **View** menu.

## Detaching Tabs (Windows)



Contacts, Favorites, History and Directory tabs can all be detached from the on-screen phone into their own window.

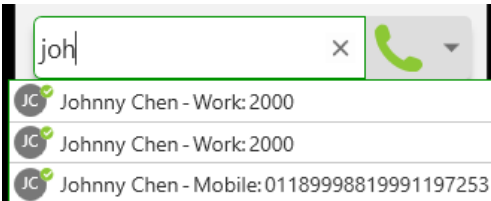
Go to the tab you want to detach and click . To reattach the window, click .

# Making Calls

Use Ziplly Communicator to place and receive audio and video calls, as well as host conference calls. Ziplly Communicator has default actions for the call button and for double-clicking a contact. Update these defaults in **Softphone > Preferences > Application**.

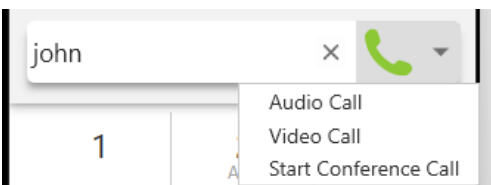
## Using the Dialer

Type the name, phone number or email of the person you want to call in the *Enter name or number* field. Press **Enter** or **Tab** to dial.



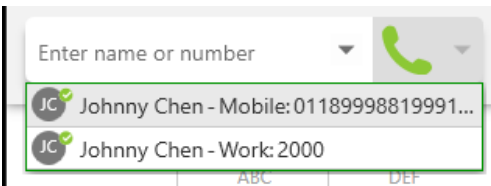
### Auto-Complete

As you type, Ziplly Communicator may display suggestions for completing the entry. Use your mouse or the up and down arrow keys on your keyboard to move through the list of suggestions.




### More Menu

To make a video call or start a conference, click the More menu arrow on the right after typing the person's full name, phone number or email.



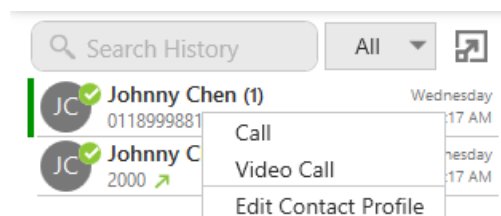
### Redial

To redial the last-dialed contact, click  **Make a call**.


To redial a recent contact, click the arrow in the Enter name or number field and select a contact.

## Using Contacts, Favorites, History or Messages

In the Contacts, Favorites or History tabs, scroll through your contact lists or type a name, phone number or email address in the search bar to find the contact you want to call.



### Click-to-call

Hover over the contact you want to call to reveal the click-to-call button and click  **Call this contact**.

### Shortcut Menu

Right-click (Windows) or **CTRL+click** (Mac) on the contact you want to call, then click **Call** or **Video Call**.

## Call History Sync

Call logs are synchronized between your devices. Ziplly Communicator downloads the logs in small increments as you scroll through the Call History. When a call is deleted from one device, the log is deleted from the server, so the change is reflected on both devices.


# Features

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## Call Transfer

In an unattended or blind transfer call, you can transfer the call to the target without talking to anyone first.

An attended transfer occurs when you talk to the target before transferring the call.

1. While you have a call established, use any of the methods for placing an audio or video call to place a second call. Zply Communicator puts the first call on hold and dials the second call.
2. Click  **Transfer** at the bottom of the call panel. The call is placed on hold.
3. Type the name or number of the second party, use the redial drop-down list or drag the target's contact number into the Enter name or number field.

## Unattended transfer

1. Click **Transfer Now** if it's your default action or click the drop-down arrow next to **Call First** and select **Transfer Now**.
2. Zply Communicator attempts to transfer the call to the target. The call may end immediately or show **Transfer: Calling**. Don't hang up yet—if the target doesn't answer, the call will return to you.

## Attended transfer

1. Click **Call First** if it's your default action or click the drop-down arrow next to **Transfer Now** and click **Call First**.
2. When the call is answered, speak to the target. If they want to take the call, click **Transfer Now**. If they don't want the call, click **X** at the bottom of the call panel.



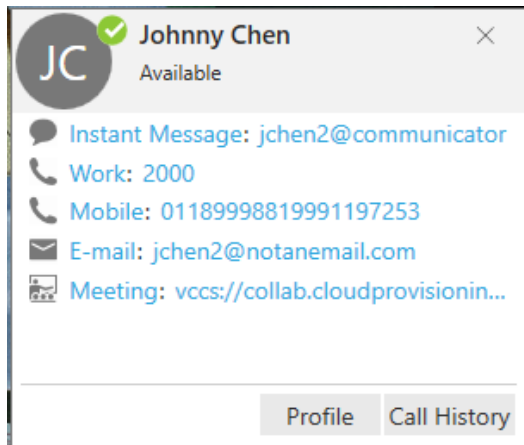
# Contacts

Zipty Communicator contacts are pre-populated and managed by your system administrator. Other contacts can be added by you.

## View contacts

Go to the Contacts or Favorites tabs to view your contacts. Use the search bar to locate an individual contact or scroll to the list.

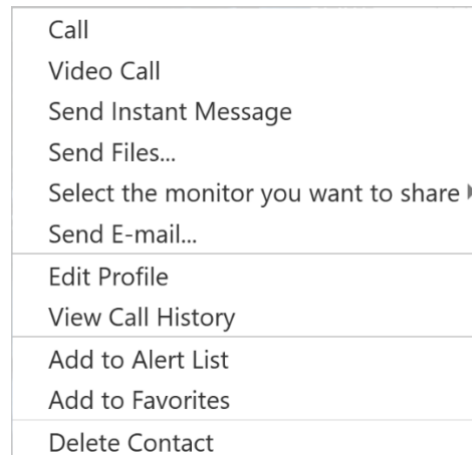
### Contact Info Flyout



Click on the name of a Contact or Favorite to view their contact details.



For more information, click **Profile**.

### Shortcut Menu



Right-click (Windows) or CTRL+click (Mac) on a Contact or Favorite to view the shortcut menu. Here you can initiate a call, send a message or email, add to favorites and more.

## Add contacts

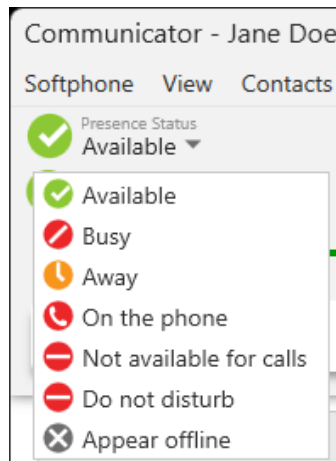
- **Contacts.** In the Contacts tab, click  to add a person to your contact list. In the Contact Profile, choose the group of contacts this person will belong to and enter their name and number.
- **History.** From the History tab, select an entry for an unknown contact and click  to add them to your contact list. Alternatively, right-click (Windows) or CTRL+click (Mac) and select **Add to Contacts**.
- **Menu.** Contacts can also be added from the **Contacts** menu (top).

### Import/Export

Go to the **Contacts** menu and select **Import Contacts** or **Export Contacts**. Contacts can be imported or exported in a .csv, .vcf, or Outlook/Exchange Server format.


## Presence

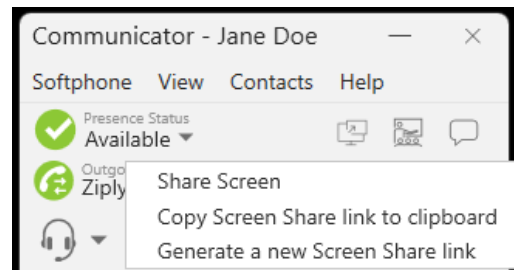
Zipty Communicator allows you to share your online status (presence) with team members. When Zipty Communicator is launched, your online status is **Available**. If you do not use your device for a specified period of time (set in **Preferences**), Zipty Communicator updates your status to **Idle**.




- To change your status, click the drop-down arrow and select Busy, Away, Not available for calls, Do not disturb or Appear offline.
- When you make or receive a call and your status was *Available*, Zipty Communicator updates your status to On the phone.
- To set a custom status, click on the wording in the status indicator and type your status. Press `Enter` to save.


## Screen Share

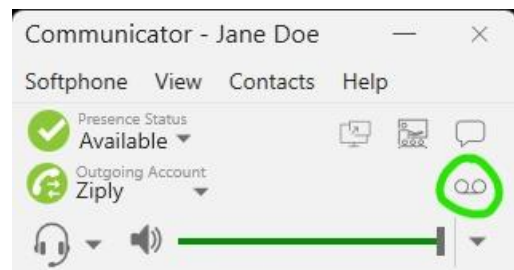
Screen share  lets you share your screen with anyone who has a browser on their device. Screen share sessions do not contain audio, so you'll need an audio call as well as the screen share for a complete experience.



## Voice Mail

Voice mail is offered through your VoIP service provider or through your enterprise's IP PBX; it is not part of Zipty Communicator. When you have a new message, an icon showing the number of messages is displayed on the  icon.

Click  or dial the Voicemail Management star code to access your voice messages.



# Conference

Video Conferences, also known as Virtual Meeting Rooms, combine audio, HD video, screen sharing, messaging and presence in one virtual meeting. Anyone can join your conference using desktop and mobile devices.

## Conference PIN (Optional)


You can set a participant PIN so only those with your PIN can access the conference.

1. Go to Softphone > Preferences (Windows) or Ziplly Communicator > Preferences (Mac).
1. Choose the **Conferences** panel.
2. Enable **Require PIN/Passcode** and enter a number.

## Host a Conference




The host is responsible for inviting people to a conference as well as starting a conference. Make sure to use a desktop device if you want to share your screen.

### Schedule a conference

1. Click the  Conference icon and select Schedule a Conference.
2. Your primary calendar application will open. Add invitees and set a time. If set, the PIN will be included in the invite.
3. Send the invitation.

Alternatively, click **Copy Conference Link to Clipboard** and send the link another way.

### Start a conference now

1. Click the  **Conference** icon and select **Start a Conference Now**.
2. On the left side of the conference window, select  **Participants**. Click **+**, then enter the name or number of the next participant. Repeat for additional participants.
3. In the conference window, click  to share your screen. A yellow bounding box outlines your screen as a visual cue to what is being shared.

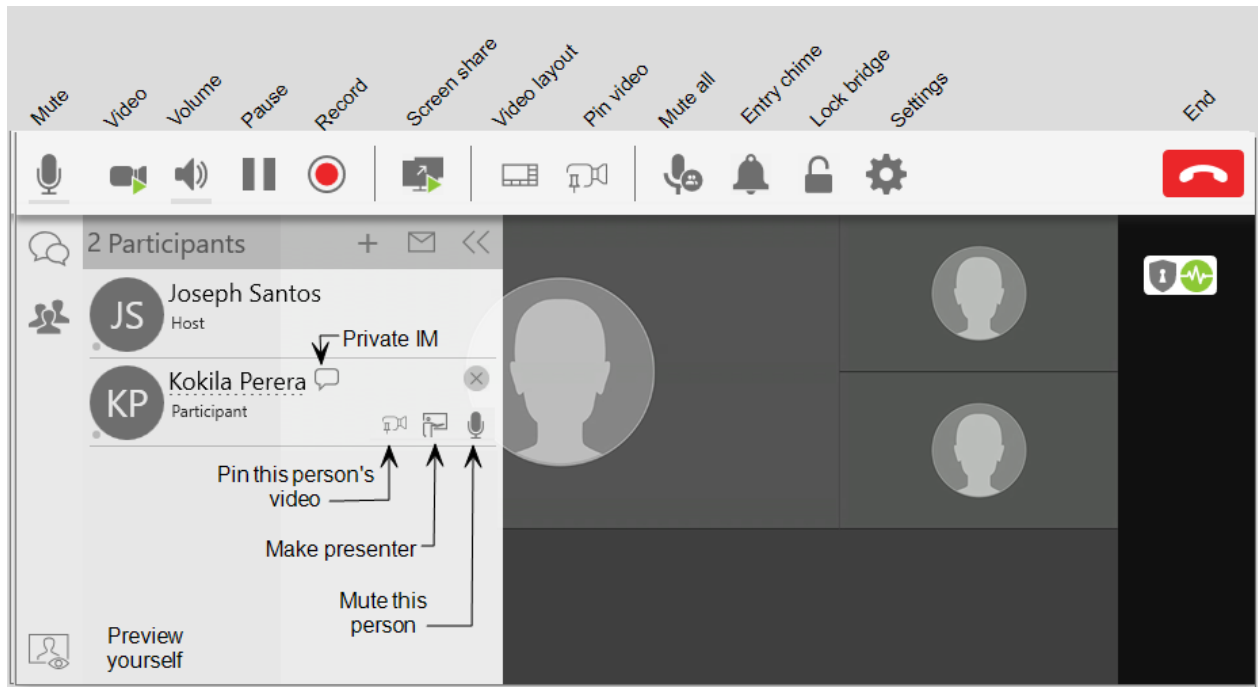
## Join a Conference

Participants can join a conference using the Ziplly Communicator client, a web browser or by dialing in. Depending on the host's settings, participants may enter the conference immediately or wait until the host joins. Ziplly Communicator needs access to your microphone and camera for a conference.

1. To join a conference, click the link in the invitation email or copy/paste it into your browser.
  - i. If the browser detects your Ziplly Communicator app, Ziplly Communicator will launch.
  - ii. If the browser detects that you do not have a Ziplly Communicator client, you can install the app, dial-in or join from your browser.
2. Enter your name and a PIN, if required. Tap **Join**. The name you enter will be displayed to other participants during the conference.

3. If prompted, allow Ziplly Communicator to access your microphone and camera.
4. If prompted, enter the conference PIN given by the host.

## Conference Panel




## Video

By default, a conference call includes a video feed of people who choose to send their video. The host and the participants have control over sending and stopping their video as well as receiving video feeds of other members. Other video settings such as video resolution, layout, video name tag and pinned video are controlled by the host.

## Remove participant

To remove a participant from the conference, select the participant and tap X next to their name.


## Instant message

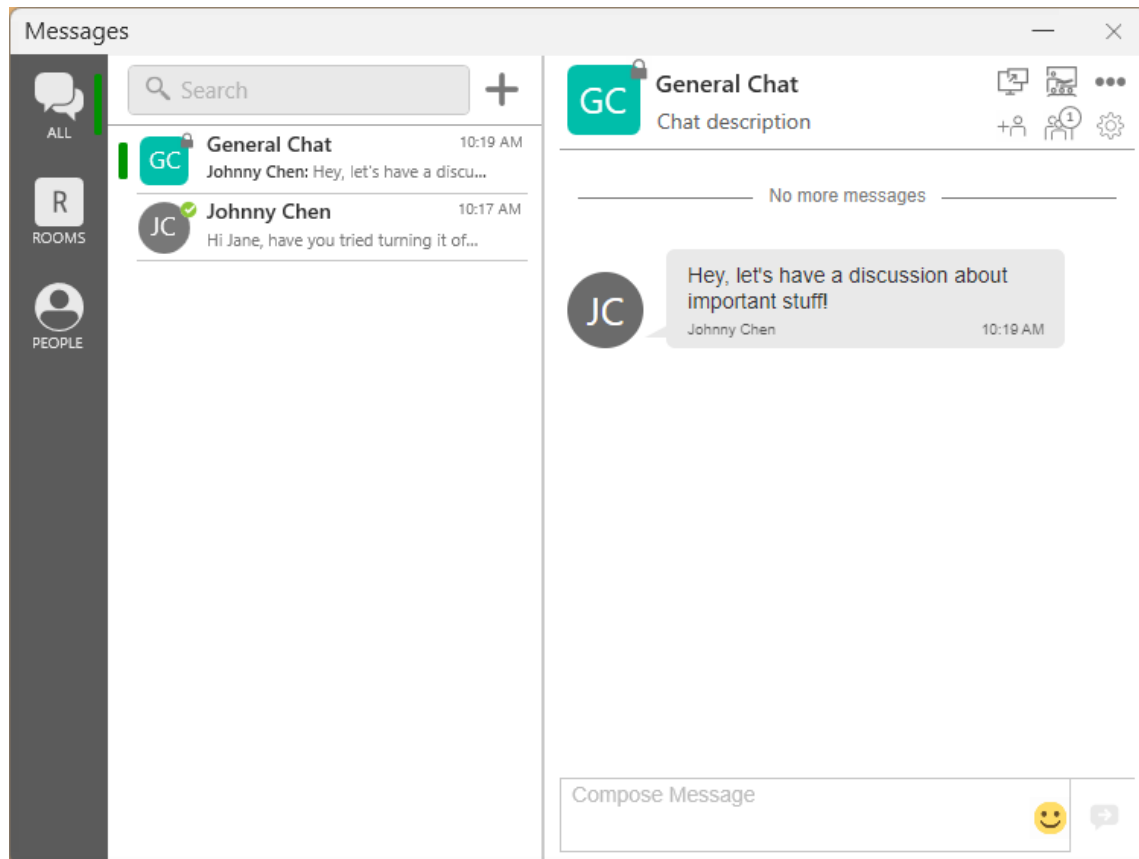
To send an individual instant message to a conference participant, tap  **Send Instant Message** beside their name. Type in your message and tap **Enter**.

# Messaging

Instant messages (IMs) can be sent from the Messages window, the Contacts tab, the Favorites tab or from an active call.

There are multiple ways to view the Messages window:

- Click the  icon in the top right of your softphone.
- Go to View > Messages (Windows) or Window > Show Messages (Mac).
- Type the shortcut **SHIFT+CTRL+M** (Windows) or **SHIFT+COMMAND+M** (Mac).




## Preferences



Set the action for clicking **Enter** while typing a message in Preferences > Application.

## Send a Message

### New conversation


1. In the Messages window, click **+ New Conversation**.
2. Search for the person to add to the chat and select them from the list of suggestions. Press **ENTER** to select the first suggestion in the list.
3. Click on their name below **Send A Message** to open a chat.
4. Compose your message, then click  **Send Message**.

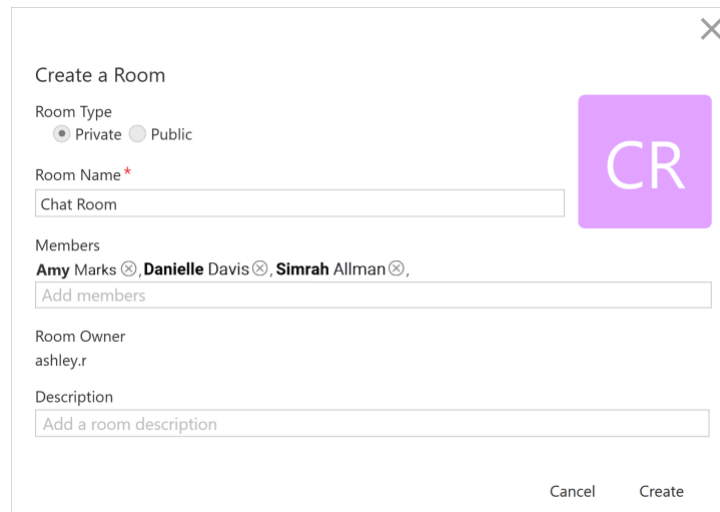
## Existing conversation

- Do one of the following:
  - In the Messages window, scroll through your conversations or search for the person you want to send a message to, then click on the IM conversation.
  - On the Contacts or Favorites tab, right-click (Windows) or **CONTROL+click** (Mac) on a contact and select **Send Instant Message** from the shortcut menu.
  - On the Contacts or Favorites tab, hover over the contact and click  **Send Instant Message**.
  - During an active call, go to **More options** in the call panel and click **Send Instant Message**.
- Compose your message, then click  **Send Message**.

## Chat Rooms

- In the Messages window, click **+ New Conversation**.
- Click **Create a Room** on the right.
- Enter a room name.
- Type the name of a person you want to add to the room and select them from the list when they appear. Repeat this for all users you want to add to the room.
- Click **Create**.

Compose your message in the group chat room, then click  **Send Message**.



## Message formatting

You can use emoticons and formatting in your IM's and chat rooms. The default behavior can be modified in Preferences > Application: Messages & Presence.

Formatting	Windows	Mac
Bold	Ctrl+B	Command+B
Italic	Ctrl+I	Command+I
Underline	Ctrl+U	Command+U
New Line	Shift+Enter	CTRL+Enter

Send

Enter

Enter

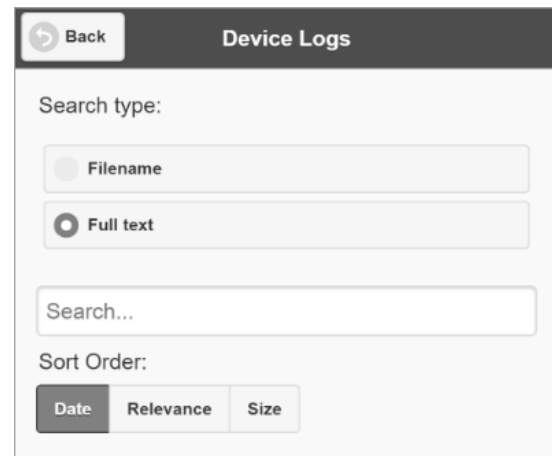
# End-User Portal

The End User Portal is a web-based service that allows you to manage some of your app settings. This is separate from the Voice Portal where you can manage your voice services.

Go to the  **End User Portal** tab to access these settings.

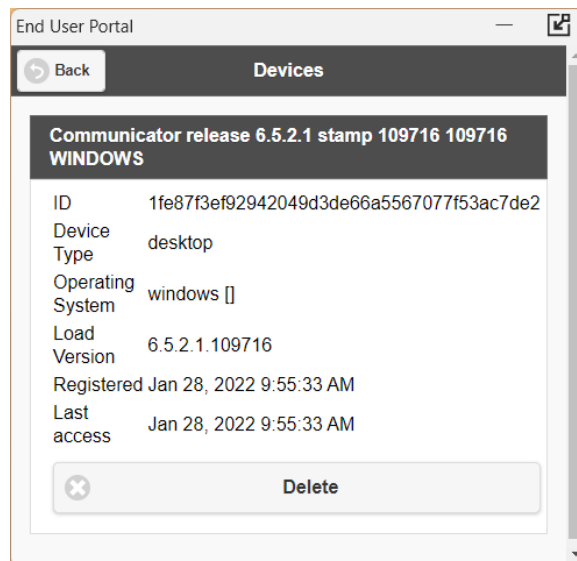
## Device Logs

Search through your device logs by filename or full text. Sort the results by date, relevance and size.



## Devices

You can log in to Ziplly Communicator on only two devices. If you need to switch to a new device, one of your old devices will need to be deactivated first.

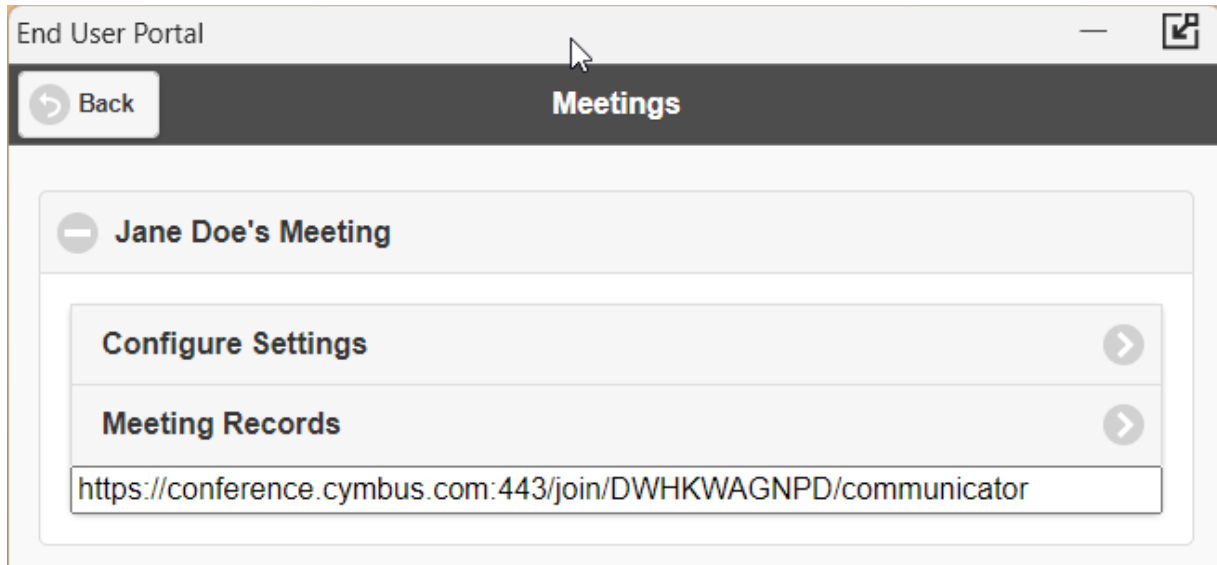


1. Go to **Devices** to view your activated devices.
2. Find the record of the device that you wish to deactivate, then click Delete.
3. A message will pop up asking if you're sure you want to delete this device. Click [Delete] to confirm.

Now you can log in on another device.

# Meetings

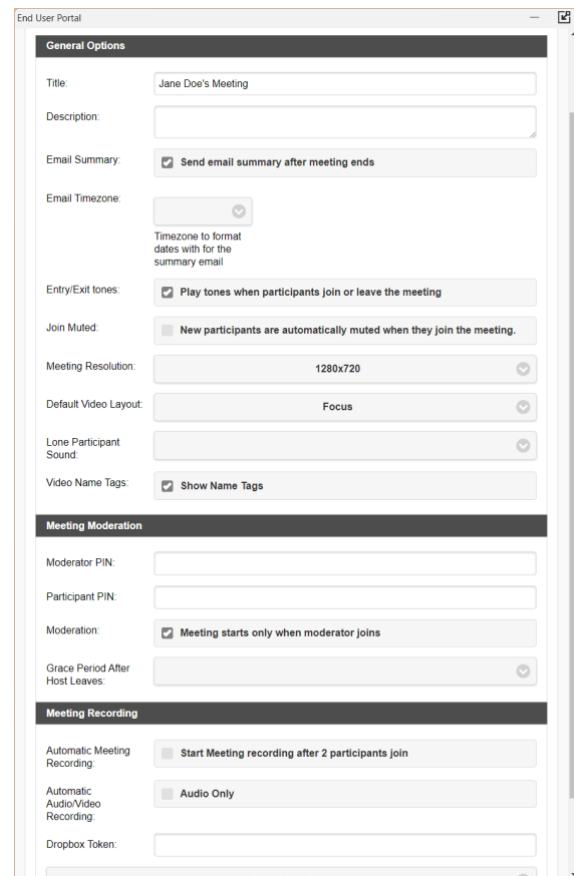
Access your Meeting Settings and Meeting Records. At the bottom of the menu is your bridge link.



## Conference Settings

Manage your conference settings, including:

- Your bridge title and description
- If new participants are automatically muted when they join
- If tones are played when participants enter or exit the conference
- Moderator and participant PINs
- Grace period after the host leaves
- Enable automatic conference recordings
- Set up Dropbox for server-based recording
- And more





## Conference Records

View the records of each of your conferences, including the start and end times, number of participants and each participant's information.

The screenshot shows a 'Usage:' section with a list of conference records. The selected record is for Sep 11, 2020 at 10:42:04 AM. Below the list, the details for this conference are shown: Start: Sep 11, 2020 10:42:04 AM, End: Sep 11, 2020 10:43:15 AM, and Participants: 2. A 'Delete Record' button is visible. Below the details is a table of participants.

#	Type	Name	Number	Call time
0	BRIA_DESKTOP	Ashley R	guest_AshleyR_e6382d0f_UCMOU	0:01:10
1	BRIA_DESKTOP	Amy M	guest_AmyM_aebfd30c_UCMOU	0:00:52

Below the table is a header for a message log with columns: Time, Sender, and Message.

## XMPP Photo

The screenshot shows the 'Avatar Photo' interface. It includes a 'Back' button, a preview of the current avatar, and a 'File to upload:' section with a 'Choose File' button and the filename 'Avatar Photo.png'. Below that is a 'Resize image width:' section with a dropdown menu set to '64'. At the bottom is an 'Upload JPEG or PNG Image' button.

Your avatar is the image that will be displayed for your contact. Follow these steps to change the photo:

1. Go to XMPP Photo.
2. Click **Choose File**, then locate the image file on your computer that you want to use as your avatar.
3. Click Upload JPEG or PNG Image.

## Change Password

The screenshot shows the 'Change Password' form. It has three input fields: 'Old password', 'New password', and 'Confirm password'. There is a 'Show Password' button with an eye icon. Below the fields is a 'Change Password' button. At the bottom, there is a password strength indicator showing 'Weak' and the message 'New password is too short'.

1. Go to Change Password.
2. Enter your old and new passwords. The indicator at the bottom will tell you if your password meets the following requirements:
  - a. Your new password must contain at least one uppercase letter, one lower case letter, one digit and one punctuation character.
3. Click Change Password.



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